

QUALITY NETS WINNING RESULTS
SERVICE HIGHLIGHTS OF 2003



30,988

VISITS PER MONTH TO THE CITY'S WEB SITE. IN 2003.

The City of Bloomington’s commitment to excellence enhances the quality of life in our community. From Police and Fire protection to Parks and Recreation activities, these champion efforts net winning results for residents. Here are a few highlights from last year.

As a Realtor, I just wanted to compliment you on your Web site. The City of Bloomington’s site is the most comprehensive and the easiest to use and navigate around that I’ve run across, and makes the best use of hyperlinks!

Karen, local Realtor.



TECHNOLOGY KEEPS CITY UP TO SPEED

LAUNCHED IN 1994, THE CITY’S Web site received an average of 31,000 monthly visits in 2003. Expansion of City services online has increased efficiency and improved service by saving customer and staff time, and by making more information available to users 24/7.

The City’s Web site traffic increased by 22 percent over 2002 with new features such as an interactive property database called My World that was launched in 2003. Visitors can receive up-to-date information on a property in Bloomington including its size, zoning or historical significance. Residents can also see what projects are underway in their neighborhoods including development, street

construction and utility work. This spring a street sweeping schedule and aerial photos of properties were added. Future interactive features to the City’s Web site include a development directory and Parks and Recreation program registration. To view the interactive features, visit www.ci.bloomington.mn.us, keywords: My World.

Developing strong relationships and connections with hospitals, clinics, law enforcement, fire departments and traditional emergency responders have paid big dividends. Public Health is now an active participant in the emergency response picture.

Denise Dunn,
Bloomington Public
Health Emergency
Preparedness
Coordinator.



WORKING TOGETHER ON BEING PREPARED

WORLD EVENTS CONTINUE TO CALL attention to the critical role public health plays in homeland security. With a \$5 million Centers for Disease Control and Prevention grant from the Minnesota Department of Health, all public health departments in Minnesota, including Bloomington Public Health, are working to improve local emergency preparedness. City efforts build connections with community partners, including emergency management, public safety, schools, hospitals and volunteer organizations.

Communication is an essential element of preparedness. Public Health and Emergency Preparedness staff have educated hundreds of individuals through presentations. They have created an “Emergency Preparedness and Public Health” newsletter that is mailed to community partners and is also available on the City’s Web site, keyword: Preparedness. Ongoing training is another component in being prepared. In 2003, Public Health staff participated in a smallpox regional clinic to prepare health care providers and public health workers in the event of a smallpox (or other biological) outbreak.



In addition, grant funds facilitated the purchase of interactive video-conferencing equipment to be used for meetings, education and training, and health alerts. The technology will be particularly useful should an emergency situation develop in which collaborative decisions and planning need to be made quickly among various groups.

Thanks for your snowplowing efforts. I leave for work at 5 a.m. and have never encountered a problem due to unplowed roads.

A Bloomington resident.



MAINTAINING SAFE STREETS

CONSTRUCTION OF A 71,000 SQUARE foot indoor storage facility in 2002 for Public Works’ vehicles and equipment has helped quicken the response time of snowplow operators. Approximately

30 minutes of preparation time per vehicle is saved now that crews no longer have to dig out snowplows before hitting the streets. With 45 types of equipment used during a snow event and roughly 10 full plowing events per year, the result is a significant labor savings. Safety also increases because it is easier to perform mandatory equipment inspections before and after plowing. This past winter, approximately 1,000 tons of salt and 8,000 tons of sand were used to help maintain safe

driving on city streets. In 2003, a salt storage shed was constructed. When it rains and snows, salt no longer melts and drains into the storm sewers that carry the pollutants to Bloomington’s water bodies. The shed keeps the products dry and prevents clogged spreaders and sanders. In addition, the storage shed saves money, allowing the City to buy salt in larger quantities during the off-season when prices are lower.

